CITY OF TUALATIN
Classification Description

Job Title: Network Administrator
Department: Information Services
Reports To: Information Services (IS) Manager
FLSA Status: Non Exempt

SUMMARY: Under general direction from the IS Manager, assists in planning, designing, and coordination of the City's information technology network and related components. Acquires, installs implements and maintains the City's networked systems including wiring, communication hardware and software, server hardware, operating systems, network management software, server hardware, operating systems, network management software and electronic mail system. Also interacts and assists in supporting interfaces between the City's IP telephone system and the rest of the network. Organizes and performs activities necessary for the efficient, reliable operation of the City's networks and personal computer (PC) workstations. May act as lead to Desktop Support Technician.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Configures, installs, maintains and obtains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers and similar equipment essential to city-wide information systems.

Performs system administration tasks on City network systems, application software and SQL databases. Monitors and evaluates network and system performance. Reports network and system performance to the IS Manager. Manages network traffic including printing, file serving and connectivity to other agencies.

Implements policies and procedures related to network hardware and software acquisition, use, support, security, and backup.

Establishes and maintains network users, user environment, directories, and security. Manages user accounts on all systems.

Installs, configures, and tunes system software, networking software, and application software. Analyzes and resolves software problems. Administers anti-virus software, remote access systems and filtering systems.

Trains, or directs users to training on software and equipment usage.

Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs. Communicates standards for use, operations, and security of network, personal computers, and data.

Communicates with other departments to report and resolve software, hardware, and operations problems and security violations.

Conducts capacity planning on at least a quarterly basis and reviews results with the IS Manager and, where appropriate, internal partners.

Consults with IS Manager and the IS/GIS Team to develop system solutions consistent with organizational objectives.

Assesses and develops long-term strategic goals for system software, hardware and databases.

Researches and evaluates new technologies. Consults with users to identify potential new services. Develops proposals including time, equipment and cost for implementation of new services.

Coordinates activities of vendors representing hardware, software, telecommunications, support, and training.

Plans, designs, evaluates, procures, installs and tests hardware and software upgrades and patches.

Performs system and data backup and retrieval. Designs, implements and tests disaster recovery procedures.

Collects and analyzes network and memory utilization.

Remains current with new equipment and technical developments in the field of computer technology.

Establishes and maintains positive working relationships within the organization, other agencies and public officials.

Promotes a team environment and contributes positively to the achievement of organizational goals.

Drives to city facilities, vendors, training programs, and meetings as necessary.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Design - Generates creative solutions; Applies design principles; Demonstrates attention to detail. Makes use of manual and software design tools.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

SUPERVISORY RESPONSIBILITIES: Supervision is generally not a responsibility of this position; however, may act as lead to technicians in the division. Occasionally supervises contractors and/or interns.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technical Knowledge/Ability: Thorough specialization in computer sciences to include applications, systems, system programming, computer operations, data recover and security, networks and PC-based hardware and software.

Advanced knowledge of the following: Windows XP, Windows 7, Exchange and SQL, Active Directory, DNS and DHCP. Advanced knowledge of at least three [3] of the following: RedHat, Linux, IIS, Proxy, Apache, Domino, ASP or XML.

Exceptional abilities at server configuration and load balancing with a strong focus on virtual server configuration, balancing and support.

Strong familiarity with TCP/IP, network protocols, firewall management and operating system configuration. General knowledge of storage technologies, such as SAN or NAS.

Ability to perform system development projects, analyze information needs of users in unfamiliar specialties, and de-bug and modify programs. Ability to communicate highly technical concepts to all levels of employees, and to clearly write in a technical format. Ability to install and operate computer equipment and software.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Strong customer services skills focused on communication, problem resolution, education and timeliness. The ability to communicate highly technical concepts to all levels of employees and to clearly write in a technical manner.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages. Ability to apply concepts of basic algebra and geometry. A working knowledge of the principles of fund accounting.

Reasoning Ability: A working knowledge of management and administrative practices, and computer equipment operating characteristics. The ability to effectively plan, develop and implement complex and multi-faceted technical systems, programs and projects. Ability to recognize and set priorities and to use initiative and independent judgment. Ability to define problems, collect data, establish facts, and draw valid conclusions.   The ability to make recommendations to the IS Manager on technologies and to participate in IS/GIS strategic planning discussions.

Certificates, Licenses, Registrations: Possession of, or ability to obtain possession of, a valid Oregon driver's license. CPR/AED/SFA certified, or ability to obtain such training within the time frame determined by management.

EDUCATION and/or EXPERIENCE: Bachelor's degree in Computer Science or Information Technology. Five years progressively responsible experience in the area of information systems, specifically in the system currently being utilized in the City as well as computer applications, programming, and system operations management, or an equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS: Possession of, or ability to secure possession of, a valid Oregon driver's license.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

Work is performed mostly in office settings with extensive computer workstation inflexibility. Office environment is fast paced and characterized by frequent deadlines/interruptions and moderate noise level. Employee must have the ability to attend night meetings, attend out-of-town meetings and work a non-traditional schedule and respond outside of assigned work hours in the case of power outages and/or equipment malfunctions/failures.
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